

AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A system that facilitates quality measurements of at least one of data or documents, comprising

a processor; and

memory storing instructions which, when executed by the processor, implement the following:

a quality component that tracks one or more quality metrics associated with one or more items in a documentation set, the one or more items include topics or subtopics, the one or more quality metrics tracked according to an automated identification process;

a rules engine that automatically applies the quality metrics to the items to facilitate interactive quality assessments of the items and bulk remediation of a quality problem across disparate items to improve the quality of the documentation set wherein quality is a measurable function of technical accuracy, document content scope, and document discoverability associated with the one or more items, the bulk remediation includes at least one of modifying or updating content of the one or more items;

a scoring component that automatically ranks the items based at least in part on the interactive quality assessments of the items, the scoring component ranks the one or more quality metrics associated with the quality of the one or more items to determine a nature of a problem with the one or more items; and

at least one filter that analyzes the ranks associated with the items and the quality metrics in view of a predetermined threshold of quality, the at least one filter extracts attributes from an item with a score that exceeds the predetermined threshold and automatically applies the attributes to the remaining items,

wherein the quality metrics include combinations of positive or corrective feedback from users of a documentation set which is automatically scored or ranked to determine a nature of an issue with the items and to enable automated remedial actions to be taken in order to improve quality of a documentation set.

2. (Original) The system of claim 1, the quality component is at least one of a local tool, an interface, and a service that communicates across at least one of local and remote networks and associated with at least one of a local database and a remote database.

3. (Original) The system of claim 1, the rules engine interprets the items in view of the quality metrics by applying the quality metrics to the items in order to at least one of determine perceived deficiencies or benefits with the items, facilitate remediation of the problems with the items, and replicate beneficial or corrective information across a document set.

4-6. (Cancelled)

7. (Original) The system of claim 1, further comprising a component to analyze issues across a documentation set and apply global controls to the documentation set based upon the analysis.

8. (Original) The system of claim 1, the rules engine includes a plurality of rules for analyzing the quality metrics and respective items.

9. (Original) The system of claim 8, the rules that follow an if/then construct or are structured according to a programmatic analysis.

10. (Original) The system of claim 8, the rules include at least one model for analyzing and applying quality information.

11. (Original) The system of claim 10, the model includes at least one of artificial intelligence techniques, automated classification methods, inference analysis, probability analysis, statistical processing, neural networks, classifiers that are configured to analyze associated attributes of quality terms, metrics, topics, or vocabulary, Support Vector Machines (SVM), Naive Bayes models, Bayes networks, decision trees, similarity-based models, vector-based models, Hidden Markov Models, and decision-theoretic models.

12. (Original) The system of claim 1, further comprising a user interface to analyze and process quality metrics, the interface including at least one of a score component, a feedback component, a terms component, a tag component and a category component.

13. (Original) The system of claim 12, the score component displays scores associated with an item and facilitates manually or automatically computing and applying scores to items based upon collected or aggregated information for the item.

14. (Original) The system of claim 12, the feedback component enables administrators or other systems to tag an item or category for further quality actions.

15. (Original) The system of claim 1, the items are associated with at least one of an electronic identifier, an item topic, a topic type, a sequence number for the item topic, a rating or score for the item, and a count field relating to the number of users or administrators that have submitted feedback for a particular topic.

16. (Original) The system of claim 15, the electronic identifier is a Globally Unique Identifier (GUID).

17. (Original) The system of claim 1, further comprising a display to track results of measuring online access to a documentation set over time.

18-28. (Cancelled).